

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2016-2017

Quarter: 2

PSA: 1

Provider: Legal Services of Northern California

Counties: Humboldt and Del Norte Counties

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 2

Provider: Legal Services of Northern California

Counties: Lassen, Modoc, Shasta, Siskiyou, and Trinity

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 3

Provider: Legal Services of Northern California

Counties: Butte, Colusa, Glenn, Plumas, Tehama

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 4

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2016-2017

Quarter: 2

Provider: Yuba Sutter Legal Center

Counties: Sutter and Yuba Counties

Optional Success
Story(ies)/Case Summary(ies)

Legal assistance hours for the quarter include 213.00 for Sutter County and 182.50 for Yuba County (395.50 total). Legal representation hours include 10.00 for Sutter County and 20.25 for Yuba County (30.25 total). Grand total of service units for the 2nd quarter of FY 16/17 total 425.75 hours. The community education activities were two for Sutter County with 2.00 hours and one for Yuba County with 1.00 hour (3.00 total).

Optional Information on
Collaboration with Other
Advocacy Groups

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2016-2017

Quarter: 2

Provider: Legal Services of Northern California

Counties: Nevada, Placer

Optional Success
Story(ies)/Case Summary(ies)

November 2016 Mother Lode Regional/LSNC advocates are investigating Housing and Community Development citations in a large mobilehome park in Nevada County. The Park has issued termination of residency notices to 36 persons. Advocates have been on site and are monitoring the situation.

Optional Information on
Collaboration with Other
Advocacy Groups

October 2016 Six members of LSNC's Mother Lode Regional office participated in the Placer Collaborative Network Self Care Retreat on October 20th at the Mercy Retreat Center in Auburn. Participants included representatives from Seniors First, Placer Health and Human Services, Stand Up Placer and other community groups and agencies. Topics included the science of stress and vicarious trauma and integrating self-care on a personal and professional level. Participants had opportunities to network and discuss ongoing collaborations during the event as well.

LSNC Mother Lode Regional office participated in a resource event called Placer Empowering People. The event was sponsored by the Placer County Consortium on Homelessness and focused on providing information and assistance to low-income individuals and families in Placer County. LSNC/MLRO provided a Clean Slate Clinic during the event. Other services included medical, dental and vision exams, flu shots, benefits eligibility consultations and information on utility assistance, veterans services, obtaining California Identification cards through the SSA or OMV, pet wellness checks, rabies vaccinations and microchipping.

November 2016 LSNC advocates continue to collaborate with a wide variety of elder and disability rights groups locally, statewide and nationally.

Due to the confidential nature of the legal services we provide we are not always able to report with whom we are collaborating at the time we are doing so. For example, this office has collaborated in the past with the California Department of Justice, various district attorneys' offices, law enforcement and medical/social service providers on cases for our older clients.

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California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2016-2017

Quarter: 2

Provider: Sacramento Senior Legal Services

Counties: Sacramento

Optional Success
Story(ies)/Case Summary(ies)

A woman in her late eighties received a notice of termination of tenancy from a local housing authority. The client lives alone and uses a wheelchair to assist her mobility. In its termination notice, the housing authority alleged that the client's unit violated cleanliness rules set forth by the lease. A volunteer paralegal reviewed the termination notice and spotted a small section informing the client of her right to request an informal meeting with the housing authority to "pause" the eviction process and temporarily prevent the housing authority from filing an eviction action in court against the client. The volunteer paralegal advised the client of her right to request such a meeting. A hotline attorney then visited the client's rental unit and determined the housing authority's allegations to be largely without merit. The hotline attorney helped the client draft a request to informally meet with housing authority representatives, and submitted this request to the housing authority's office on the client's behalf. This helped preserve client's right to attempt an informal resolution with the housing authority before it could bring an eviction lawsuit against the client.

A couple in their seventies moved out of a rental unit. Prior to vacating, they notified their management company that they would need to move out before the end of their lease. The manager assured them that they would only deduct from their deposit what the law allowed. A few weeks later, the management company sent the couple a statement withholding their entire deposit and charging them rent for the remainder of their lease term. A volunteer and staff attorney researched the clients' issues and advised them that the landlord could not legally charge the rent for the remainder of the lease without attempting to mitigate costs. The volunteer and staff attorneys then advised the clients about drafting a demand letter and suing the previous owner and management company for the return of their deposit.

A woman in her sixties obtained a title report on her home before attempting to sell her house. She saw a number of judgment liens that did not look familiar, which led to the discovery of a default judgment against her by a collection agency. The client was never served with a summons, and was not aware that she had even been sued. A volunteer attorney advised the client that a new law allowed litigants to set aside default judgments in cases involving debt buyers where the debtor had not received actual notice of the lawsuit. The volunteer attorney then advised the client to consult with a private attorney to evaluate the merits of attempting to set aside the default judgment and reopening the lawsuit to defend against the debt buyer or creditor's allegations.

Optional Information on
Collaboration with Other
Advocacy Groups

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2016-2017

Quarter: 2

Provider: Legal Services of Northern California

Counties: Yolo

Optional Success
Story(ies)/Case Summary(ies)

Ms. B is the last surviving relative of her sister, who recently passed away without a will. Ms. B and her sister were very close and she knows her sister owned property valued at less than \$50,000. Ms. B was unsure how to collect the property and was referred to Legal Services for assistance. A staff attorney at Legal Services assisted Ms. B with the small estate affidavit to collect the property without having to file for probate given the value at issue. The funds will help Ms. B pay for rental housing, as she has been homeless for a period of time.

Ms. X and her disabled husband, Mr. X, received a notice of action regarding their Medi-Cal benefits stating they were eligible with a share of cost approaching \$2000. Both receive Social Security Disability Income as their primary source of income, although each spouse also works a couple of hours a week for a neighbor at minimum wage. Mr. X has significant medical problems requiring frequent hospitalizations and occasional rehabilitation in skilled nursing facilities. The couple was unable to afford to pay the share of costs for medical care and their bills for housing, food, and electricity. They were referred to Legal Services to find out about other Medi-Cal programs for which they might be eligible to lower their medical expenses. LSNC attorneys determined that they are eligible for the Working Disabled Program and assisted them with appealing their share of cost determination. The County re-considered their eligibility for Medi-Cal and determined they qualified for the Working Disabled Program with a \$30 monthly premium. They are now able to remain in their housing and pay for home modifications to make their living quarters more accessible for Mr. X, who uses a wheelchair. Mr. A and his wife, who are in their seventies, were verbally and physically abused by their adult daughter, who moved back in with them after experiencing homelessness due to drug addiction. She refused to seek treatment and instead, invited her boyfriend, who is also addicted to drugs, to move in with them. He threatened to kill Mr. A and his wife and destroyed some of their property. They sought assistance at Legal Services when they felt they had no other option than to pursue a restraining order to protect them from further harm. LSNC filed

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2016-2017

Quarter: 2

Optional Information on
Collaboration with Other
Advocacy Groups

an elder abuse restraining order on behalf of Mr. A and his wife and represented them at their hearing. The Court granted the restraining order and required that the abusers vacate their house.

LSNC staff holds office hours at the following locations:
 Esparto: 1st Thursday of the month, every other month at RISE;
 West Sacramento: 4th Thursday of the month at the Senior Center;
 Knights Landing: As needed, 1st Monday of the month at the Center for Families;
 Winters: date to be determined. The RISE seniors group no longer meets so we are searching for alternate outreach opportunities in Winters.
 Clarksburg: 3rd Thursday of the month at the Yolo County library.
 Davis: 1st Monday of the month at Grace in Action (housed at the United Methodist Church).
 In addition, LSNC attends monthly meetings of the Multi-Disciplinary team with APS, HHSA, and other advocates for older adults. LSNC also participates in regular meetings of the Yolo County Health Aging Alliance (YHAA) and chairs the YHAA Collaboration Subcommittee attended by Yolo County senior providers, including the Food Bank, Elderly Nutrition Program, Adult Day Health Center, Supervisor Provenza's staff, Yolo Hospice, Department of Health and Human Services, Veteran's Services, and representatives from the three Senior Centers. LSNC is also participating in planning meetings for the Yolo County ADRC and the Yolo Center for Aging. Legal Representation: 76.90
 Legal Advice/Assistance: 188.0
 Community Education: 6.80
 Special Outreach: 0
 Total Hours: 271.70

PSA: 5

Provider: Legal Aid of North Bay

Counties: Marin County

Optional Success
Story(ies)/Case Summary(ies)

Obtained reinstatement of housing voucher for elderly disabled participant in Marin Housing Authority Section 8 program.

Working with Supervisor Damon Connolly's office, preserved housing for elderly disabled tenant and her daughter.

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 6

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2016-2017

Quarter: 2

Provider: Asian Americans Advancing Justice - Asian Law Caucus **Counties: San Francisco**

Optional Success
Story(ies)/Case Summary(ies)

Client G is an elderly woman, living with elderly husband and adult son. All three are monolingual Cantonese speakers, except the son who can speak some English. These clients were being evicted over nonpayment, but their case has an odd history.

In late 2015, the landlord attempted to raise the rent from \$900 to \$2200. Since Client G's unit was not rent controlled, the landlord could technically do this. However, the landlord did not comply with a California state law which requires 60 days' of notice for any rent increase above 10%. Thus, this rent increase was illegal. However, the landlord still served a three day notice for this money and then sued these tenants for eviction based on this illegal rent increase. Client G and her family came to us for help, and in August, this office was able to achieve a dismissal of the entire case.

However, two weeks after their initial case was over, the landlord re-served the notice for rent increase from \$900 to \$2200 again, and also sued for nonpayment again - this time alleging she had never received the September rent check, although the son had dropped the check off. Our office was able to assist Client G in getting additional time, and also having the landlord pay their family a lump sum of money to move. Client G's son now has stable housing, while Client G and her husband are preparing to move back to China.

Optional Information on
Collaboration with Other
Advocacy Groups

Provider: Legal Assistance to the Elderly **Counties: San Francisco**

Optional Success
Story(ies)/Case Summary(ies)

Through the zealous advocacy of LAE attorneys and working in close collaboration with APS, we were able to save the housing of an 84 year-old senior and lifelong Mission Resident. She was in default, with the sheriff coming to evict her the next day, when LAE was able to step in and get a stay of eviction to stop the eviction. This senior's housing and safety was at risk because she was being abused by a relative. LAE vacated the default judgment entered against her, saved her housing and worked with her to get a restraining order to protect her and remove the abuser from the home.

Optional Information on
Collaboration with Other
Advocacy Groups

We have a strong ongoing collaborative relationship with Adult Protective Services. They consult with us on a regular basis on landlord tenant and elder abuse issues and refer a significant number of clients to our legal staff. In many instances they continue working with our clients after the referral and facilitate our representation by providing services such as translation, transportation and emotional support.

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2016-2017

Quarter: 2

Provider: Nihonmachi Legal Outreach dba API Legal O **Counties: San Francisco**
Outreach

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

APILO continues to host an API Elder Abuse Task Force for our community-based partners to address issues of safe and secure living for elders and adults with disabilities. We are currently planning a brown bag series for both the general public and CBOs. APILO is also an active member on the San Francisco Long Term Care Coordinating Council (LTCCC) that advises the Mayor on issues surrounding services for elders and adults with disabilities in the city, specifically in the subcommittee on housing, focusing our efforts on the current housing crisis. In addition, we work with the Family Violence Council and Department on the Status of Women around issues of Elder Abuse. As a founding and active member, we meet with other community based agencies, the DA's office, Victim Witness services, and Adult Protective Services, sharing best practices and ways to better serve limited English-speaking elders and people with disabilities. Two of our attorneys are also on the Aids Legal Referral Panel, where along with other requirements: clients are entitled to an initial hour of consultation free of charge; simple wills, DPAs, and declarations to physicians are provided at no charge; and each attorney takes at least two cases per year from the panel. API Legal Outreach remains a legal and technical resource for every partner organization and collaborative in the areas of elder law and abuse.

Provider: La Raza Centro Legal, Inc.

Counties: City and County of San Francisco, CA

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 7

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2016-2017

Quarter: 2

Provider: Contra Costa Senior Legal Services

Counties: Contra Costa

Optional Success
Story(ies)/Case Summary(ies)

This quarter, staff at CCSLS successfully defended an 81 year-old senior from eviction from his subsidized housing in Antioch. This case involved complex legal issues requiring over 150 hours of staff time in this fiscal year alone (the case began in February). Those services if provided by a private attorney would be valued at \$45,000 far out of reach for this client who survives on an income of \$900 per month. Because of our intervention, the landlord agreed to settlement of the case which provides that our client can continue to live at the premises and pay rent at a subsidized rate.

Optional Information on
Collaboration with Other
Advocacy Groups

We are coordinating with the area Ombudsman Services organization to provide services to residents of board and care facilities.

PSA: 8

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2016-2017

Quarter: 2

Provider: Legal Aid Society of San Mateo County

Counties: San Mateo

Optional Success
Story(ies)/Case Summary(ies)

Case Story 1 : Mr. G, a 65 year-old former firefighter, had paid his credit union for disability insurance that would pay his credit card debt if he became disabled. But after he became disabled, the credit union would not honor his claim for insurance because he had not kept very good records. The credit card union continued to send him bills and harassed him to pay the debt, in violation of fair debt collection laws. After informal discussions with the credit union failed to resolve the matter, Legal Aid sent the credit union a demand letter for violating the fair debt laws. The credit union stopped collection efforts and paid Mr. G \$4,000 for the violation.

Case Story 2: Ms. N is living on Social Security benefits and qualifies for CalFresh (food stamps). She came to us after receiving a notice that her CalFresh benefits were going to be reduced from \$107 to \$37 per month. Ms. N was having a hard time paying for her food as it was. We helped her appeal after learning that the County had not deducted her medical expenses from her countable income. The County agreed to re-evaluate her benefits and increased her monthly allotment to \$160/month.

Case Story 3: Ms. C is a sixty-seven year old woman living with back and hip problems that affect her mobility. She uses a walker or a cane, and relies on family members and local transportation services to get around. Her adult son has suffered from bipolar disorder and has violent tendencies. Out of the goodness of her heart, Ms. Chad tolerated her son living in her home despite his erratic and sometimes cruel behavior.

This came to a stop when her son pushed her over in her own kitchen. Her son landed on her from the force of his push. Ms. C was in serious pain, but managed to get herself to a hospital. There, police were alerted to the abuse and arrested her son. Ms. C's son had also damaged her home by setting a fire, and she was forced to stay in a hotel while the city assessed the property damage.

Ms. C contacted Legal Aid to see how they could help her stay safe. Ms. C was also concerned for her elderly parents, whom her son had verbally abused in the past. Her son would soon be released from the local jail, and Ms. C needed help fast. The Legal Aid attorney met with Ms. C at her hotel, and helped her understand her right to live free from fear and violence. The attorney prepared a petition for an elder abuse restraining order, and represented Ms. C at her hearing. The judge issued a three-year protective order for Ms. C that also provided protection for her parents.

With her protective order, Ms. C felt much safer, and was able again to address her own health and happiness.

Optional Information on
Collaboration with Other
Advocacy Groups

No new collaborative activity this quarter.

PSA: 9

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2016-2017

Quarter: 2

Provider: Legal Assistance for Seniors

Counties: Alameda County

Optional Success
Story(ies)/Case Summary(ies)

Legal Assistance for Seniors assisted a 86 year old man in his naturalization proceedings.

Mr. C had been a legal permanent resident for over 25 years. Most of his life was spent in and out of the United States as a migrant farm worker. Most of his children were already U.S. citizens. Mr. C longed to become a U.S. citizen but was afraid that he would not pass the naturalization exam. Over the years, his insecurity about his English fluency prevented him from applying for citizenship. Now, as his memory began to fail him, Mr. C was concerned about passing the U.S. history portion of the exam.

LAS explained to Mr. C that because of his age and length of residency, he did not have to test in English. LAS also worked with Mr. C's doctor and submitted a request a disability waiver so he would not have to test in U.S. history.

LAS assisted Mr. C in obtaining a fee waiver. Mr. C interviewed in Spanish and the immigration officer accepted his disability waiver, waiving him out of the history exam.

Mr. C swore in as a U.S. citizen in September and recently received his first U.S. ballot in the mail. He is looking forward to exercising his right to vote in his first presidential election.

Optional Information on
Collaboration with Other
Advocacy Groups

Legal Assistance for Seniors (LAS) works closely with Alameda County APS to serve clients suffering from or at risk for elder abuse by providing legal services for clients in need of legal advice and/or protections. LAS has also been awarded the Alameda County HICAP contract and provides HICAP counseling services as well as legal services for HICAP clients. LAS collaborates with the Contra Costa County HICAP program and provides legal services for clients referred to LAS by Contra Costa HICAP counselors. LAS also works with the Alameda County Ombudsman to serve clients in residential facilities. Additionally, LAS works with the Alameda County Department of Children and Family Services to serve clients needing assistance in obtaining legal guardianship of minors. LAS' is a participating agency in the Northern Alameda County Kinship Collaboration and provides legal services to relative caregivers of minors. LAS also maintain collaborative relationships with the State Bar of California and the cities of Alameda, Fremont, Hayward, Livermore, and Pleasanton to provide legal services to seniors as well as educational presentations and referrals to other community resources.

PSA: 10

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2016-2017

Quarter: 2

Provider: Senior Adults Legal Assistance (SALA)

Counties: Santa Clara County

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

Collaboration With Senior Centers and Other Sites to Deliver Services
For the 2nd quarter of 2016-17, SALA provided on-site legal service intake appointments at 24 senior centers or sites in Santa Clara County. These sites included: These sites included: Avenidas Senior Center and Stevenson House (in Palo Alto), Mountain View Senior Center, Sunnyvale Community Services, Santa Clara Senior Center, Milpitas Senior Center, Cypress Senior Center (San Jose), Cupertino Senior Center, John XXIII Senior Center (operated by Catholic Charities in San Jose), Roosevelt Community Center (San Jose), Alma Senior Center temporarily located at Gardner Community Center during Alma's renovation (San Jose), Seven Trees Center (San Jose) Eastside Senior Center (San Jose), Campbell Adult Center, Willows Senior Center (San Jose), Camden Community Center (San Jose), Almaden Senior Center (San Jose), Los Gatos Recreation Center, Saratoga Senior Center, Evergreen Senior Center (San Jose), Southside Senior Center (San Jose), CRC Senior Center (Morgan Hill), and Gilroy Senior Center. Staff at these sites scheduled SALA's appointments and the sites also provided a private interview room free of charge.

SALA also conducted a Pro Bono Power of Attorney Day at the Mountain View and Willow Glen Senior Centers on November 4, 2016 using volunteer attorneys and paralegals from YAHOO!'s legal department and from the law firm of Fenwick & West to complete Uniform Statutory Form Powers of Attorney forms for 30 SALA clients.

PSA: 11

Provider: Council for the Spanish Speaking

Counties: San Joaquin

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 12

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2016-2017

Quarter: 2

Provider: Catholic Charities

**Counties: Alpine, Amador, Calaveras, Mariposa, Tuolu
mes**

Optional Success
Story(ies)/Case Summary(ies)

None

Optional Information on
Collaboration with Other
Advocacy Groups

None

PSA: 13

Provider: Senior Citizens Legal Services

Counties: Santa Cruz County & San Benito County

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 14

Provider: Central California Legal Services, Inc.

Counties: Fresno & Madera

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 15

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2016-2017

Quarter: 2

Provider: Central California Legal Services, Inc

Counties: Kings County

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

Provider: Central California Legal Services, Inc.

Counties: Tulare County

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 16

Provider: California Indian Legal Services

Counties: Inyo & Mono

Optional Success
Story(ies)/Case Summary(ies)

As we now have an emphasis to focus of our services towards more legal and community education including referrals, we are currently planning to host 2 community education presentations at separate senior centers in the community for the upcoming quarter and provide distribution of updated referrals and self-help packets. During this quarter the following materials were distributed to seniors. Wishes; Simple Will(CA) - Legal Handouts 11 - Power of Attorney (POA) - Self-Help Packet 11 - Do I need a Will? Five 11 - Advance Health Care directive - Self-Help Packet

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 17

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2016-2017

Quarter: 2

Provider: Senior Legal Services Project

Counties: San Luis Obispo and Santa Barbara

Optional Success
Story(ies)/Case Summary(ies)

The Project successfully helped a 70-year old woman obtain a restraining order against a homeless man who the client's 90-year old roommate met at a soup kitchen and invited home with her. The homeless man refused to leave, destroyed property, and threatened our client. Before she knew of our services, the client prepared and filed the restraining order application on her own and then was referred to us by the Court. Since she was comfortable handling the matter in pro per, we met with her in order to help prepare her for the hearing.

We represented an 87-year old frail, disabled man who lived alone and whose "friend" was taking advantage of him by using his credit cards, isolating him from his family (none of whom live locally) and intimidating him. We prepared an Elder Abuse Restraining Order petition which was granted, represented him at hearing and successfully obtained a 3-year restraining order. This was a referral from APS and the social worker will work with the client to make sure that all credit cards have been cancelled.

The Directing Attorney helped a south county woman in her sixties obtain a restraining order against their son who suffers from severe mental illness and becomes violent when off of his medication. Son refuses to go back on medications so a restraining order was necessary to protect the client who was recently diagnosed with Parkinson's disease.

The Project started offering appointments with a volunteer attorney twice a month at the Paso Robles Senior Center since we have a new volunteer attorney willing and able to see those additional appointments.

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 18

Provider: Grey Law of Ventura County

Counties: Ventura

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

211

PSA: 19

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2016-2017

Quarter: 2

Provider: Bet Tzedek

Counties: Los Angeles County

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 20

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2016-2017

Quarter: 2

Provider: Inland Counties Legal Services, Inc.

Counties: San Bernardino

Optional Success
Story(ies)/Case Summary(ies)

Case #1: 16E-7008401

The client is a 79 year old widow who is originally from Afghanistan and has difficulties understanding and communicating in English. She was requesting help from ICLS regarding her phone bill that she had received from Frontier. She had been on the Verizon LifeLine program since 2008 which provides a credit that reduces the telephone bill for qualified low income households. Since 2008 she has only be required to pay \$6.80 per month for her telephone.

During the conversion from Verizon to Frontier, the LifeLine credit was not applied to her account and she began receiving bills for the full amount of \$22 plus late charges. When she contacted Frontier they informed her that it was an error and it would be corrected automatically. In October 2016 she received a bill which now reflected a past due balance of \$41.97 including late fees. The error had been corrected but credit for the months she was overcharged was not issued. The client was concerned because she could not afford to pay the \$41.97 when her monthly income is only \$761.

The ICLS advocate informed the client that she would need the client's permission in order to contact Frontier on her behalf. In talking to Frontier, it was determined that the error occurred prior to the conversion from Verizon to Frontier. While Frontier was unable to access all of Verizon's records, Frontier agreed to issue a credit for all the late fees of \$17.50 and a courtesy credit for \$15.00, leaving the client with an outstanding balance of \$9.47 which the client agreed to pay. The client was very grateful for the assistance she received from ICLS.

Case #2: 16E-7007397

The client, a divorced woman who lives alone but rents a room in her home to help with her mortgage payments, came to a Naturalization Clinic held at ICLS with her N-400 application ready to mail to USCIS. She only wanted ICLS to make sure that she had everything ready to file because another organization had helped her prepare it but she had not yet mailed it.

The ICLS advocate, after reviewing her application, discovered that the client had been convicted of domestic violence in 2006 against her former husband. She served a couple of weeks in jail and later, in 2011, filed a petition for dismissal. The client thought that she was fine because of the dismissal. After doing research, however, the advocate discovered that such a conviction can be a deportable crime which means that if she applied for citizenship, she could be deported.

The advocate has advised the client against filing her N-400 of course and is currently doing other research regarding her LORD status if she has to renew it. The advocate also advised her to save her LORD card and guard it with her life since she has one of the very old LORD cards that does not expire.

Case #: 16E-7008662

An 80 year old widow requested assistance regarding a bill and request for documents she had received from Medi-Cal regarding the \$185,078.63 Medi-Cal paid on her mother's behalf. According to the client,

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2016-2017

Quarter: 2

Medi-Cal is requesting a list of all of her mother's assets, along with copies of her bank statements as of the time of her death. They wanted to know where the money went if her beneficiary received the money and if any of the money was used for funeral expenses; if so, the client was to send copies of receipts. The client informed the ICLS advocate that she was the beneficiary on her mother's bank account, the money left in the account had not been much and it was used to pay for part of the funeral expenses.

The client was very concerned because she had notified SSA and Medi-Cal of her mother's passing and that her mother had nothing. The client continues to receive requests from Medi-Cal and is concerned that she will be held responsible for repaying Medi-Cal.

The ICLS advocate advised the client that because her mother did not own any real property at the time of her death she should send copies of her mother's bank statements and funeral expense receipts show the amount of money that was left in the account and the receipts to prove that she used the money to pay for part of her mother's funeral expenses. The advocate further advised the client that Medi-Cal can only go after the medical costs that were paid on behalf of someone who receives or received Medi-Cal at the age of 55 or older, or any age if the person was in a nursing facility and can only go after what the person owned at the time of their death. Medi-Cal can only do this after the person has passed away; if there is a surviving spouse they must wait until after the spouse has also passed away. There are other ways to avoid Medi-Cal Recovery, such as whether it would create a hardship for the heirs if the asset or assets are taken by Medi-Cal that this is done on a case by case basis. Also, if the person is survived by a disabled child Medi-Cal will not make a claim against the decedent's estate.

The advocate advised the client that usually the claim is made against real property, the home, because it has the most value, but Medi-Cal can make a claim against any other assets. The advocate provided the client with a copy of CANHR's brochure on Medi-Cal Recovery. The client was very relieved and grateful for the assistance she received from ICLS.

Case #: 16E-7008326

A 92 year old disabled and very fragile senior requested assistance from ICLS to have a new Will prepared. She wanted to make changes in her Will which was last prepared in June 2000. She had been divorced in 1975 and never had any children. Her niece and grandniece care for her because she requires 24/7 help. The niece and grandniece have access to everything belonging to the client, including her Will; she is never alone and has no privacy.

She was concerned because they became aware of what was in her Will and she didn't them to find out what was included in her new Will. She wanted to know what she could do to avoid this from happening.

Both the client's niece and grandniece accompanied the client to her appointment because she required assistance. The advocate informed them that she needed to meet with the client alone and that the advocate would assist the client to her office which was a huge relief to the client because she was sure that her niece and grandniece would be allowed to be present during the meeting. When the client returned to sign and receive her new Will, the advocate advised her not to make any copies or discuss the contents of her new Will with anyone and that she should keep her Will in a safe place where no one

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2016-2017

Quarter: 2

would have access to it but her, and that a safe deposit box at her bank would be the best place for her to keep her Will, provided that her niece and grandniece do not have access to her safe deposit box. When the client informed the advocate that she did have a safe deposit box with her bank that her niece and grandniece did not have access to it. The advocate advised the client to only tell her Executor that she has a new Will and where it can be found when she passes away. The advocate then further advised the client that when she passes away, the bank would only allow access to the person that she had named as her beneficiary. The client was very relieved and grateful for the services ICLS provided to her.

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 21

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2016-2017

Quarter: 2

Provider: Inland Counties Legal Services, Inc.

Counties: Riverside

Optional Success
Story(ies)/Case Summary(ies)

Case #1: 16E-4009495

The client is a 74 year old monolingual Spanish speaking male who came to ICLS because he wanted to file for a divorce. He stated to the ICLS advocate that he had married a 32 year old woman but that now she was pregnant again with a fourth child from the father of her other three children whom she still lives with. The client no longer wanted to be married to her.

There are no assets or debts from the marriage. The client owns his own truck which he bought in May 2015 prior to the marriage. He also stated that he had never lived with his spouse and that about two months after the marriage he told her that he was going to file for a divorce because he did not want to be married to her anymore.

The advocate agreed to assist the client with pro se preparation of all necessary documents to file for a divorce. The client was very happy with the assistance he received from ICLS because he believed that eventually she could take his SSA monies.

Case #2: 16E-4010082

The client is an 89 year old frail female who came to ICLS to prepare an Advanced Health Care Directive (AHCD). The advocate explained that the AHCD would allow her to appoint an agent to make health care decisions for her if she was unable to make them herself and agreed to help the client complete an AHCD. The client was able to appoint her daughter as her only agent. She did not want to be on life support and did not want to be an organ donor.

The client was very thankful for the services that had been provided.

Case #3: 16E-4010004

The client is a 64 year old disabled male. He sought help from ICLS because he was receiving State Disability Insurance benefits and EDD requested a doctor's certification in order to continue his SDI claim.

The client had taken the form to his doctor as soon as he received it from EDD and was told that the doctor's office would mail it to EDD. It was mailed and received at EDD late. EDD determined that the client was eligible for benefits but would not be paid for the period 8/11/2016 to 11/8/2016.

The ICLS advocate reviewed the state disability notices and explained to the client the appeal process. The advocate requested a state hearing on the client's behalf because EDD may pay the client retroactive benefits because the client had not been at fault that his doctor had sent the form to EDD late.

On 12/20/2016 EDD determined that the client was eligible to receive benefits retroactively without a formal state hearing and made an electronic deposit of \$6,091.72 to the client's account. In additions, the client will be able to continue receiving SDI benefits until 3/12/2017.

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2016-2017

Quarter: 2

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 22

Provider: Legal Aid Society of Orange County

Counties: Orange

Optional Success
Story(ies)/Case Summary(ies)

We recently represented a 66 year old Santa Ana resident who was assisting her adult-disabled daughter in seeking Social Security Disability and Supplemental Security Income (SSI) benefits. Client's daughter is diagnosed with Down Syndrome. Client is a US citizen, as was her deceased husband, who had worked and earned at least 40 quarters of Social Security work coverage. Client's daughter had entered the US prior to August of 1996 and had applied for permanent residency. Although her application had been approved, she had not received her permanent resident card. Client had retained an immigration attorney for her daughter who was handling the immigration issues. We represented client at the hearing before the Administrative Law Judge and are awaiting the decision as to whether she is eligible for benefits.

Optional Information on
Collaboration with Other
Advocacy Groups

We continue to operate 3 Clinics to provide increased services to the senior community. At our Elder Abuse Clinic, held at the Court in Santa Ana, we assist seniors and persons with disabilities in addressing preparing or responding to Elder Abuse TRO's. We work with law students, volunteer attorneys and the Law Firm of O'Melveny and Meyers to provide assistance. Our Limited Conservatorship Clinic (LCC) consists of both a Clinic and a Workshop, both of which are held at the Court in Santa Ana. The LCC assists persons in seeking a limited conservatorship over a person, typically an adult-child, with developmental disabilities. At our SSI Clinic we work with UCI law students to meet with and assist seniors facing issues involving Supplemental Security Income (SS) issues.

PSA: 23

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2016-2017

Quarter: 2

Provider: Elder Law & Advocacy

Counties: San Diego

Optional Success
Story(ies)/Case Summary(ies)

Success Story #1

This 82 year old, disabled and frail, client called in after receiving notice that she was the defendant in a lawsuit. The client had received a very official-looking letter from something called CivilCourtNotice.com. Her name and address were at the top of the letter. The letter referenced a lawsuit that had been filed in Riverside Superior Court. The client had looked up the case at the court website and found her name listed as the defendant. She called us frantic, after seeing that the case was for over \$25,000 and that she was being accused of defamation.

After examining the letter carefully, Attorney Jaime Levine and Executive Director Carolyn Reilly were very suspicious of the source of the letter. We looked it up and found that it was a private company that sends out notices to parties to filed actions. After speaking to the clients, Attorney Levine decided to call the Plaintiff's attorney to verify all of the information contained in the notice and the limited information found on the public court website.

The attorney for the plaintiff verified that the defendant did not reside in San Diego County, was not over the age of 50, and had already been served. Mr. Levine called our client to let her know that she was not the defendant in the filed action. She was extremely relieved to receive the news. Mr. Levine advised her to call our office if she received any additional information regarding the case.

Success Story #2

Client is a 65-year-old disabled senior. When client moved into his apartment complex, it was advertised to be a non-smoking facility. Client has congestion-related health issues. For many months, a neighbor of client's has been smoking on neighbor's balcony. This smoke intrudes into client's apartment causing much distress due to his particular health issue. Client filed numerous complaints with the management company regarding this issue and was just offered to be moved to another unit. Client did not want to do so as the unit being offered was a much less-desirable unit in terms of location. He was also informed by the management that there were "legal restrictions" to imposing this rule against pre-existing tenants.

The Elder Law & Advocacy attorney wrote a letter to the manager explaining that there was no legal restriction in enforcing the non-smoking rule against pre-existing, month to month tenants by giving these tenants a 30 day notice that this rule would now apply to all tenants. The attorney also cited the apartment complex's own rules that tenants shall not interfere with rights, comforts, or conveniences of other persons.

After the manager received the ELA attorney's letter, he took action to apply the non-smoking rule to all tenants, including pre-existing tenants. The rule applies to all buildings and balconies.

Optional Information on
Collaboration with Other
Advocacy Groups

NOT APPLICABLE FOR THIS QUARTER.

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2016-2017

Quarter: 2

Provider: Elder Law & Advocacy

Counties: Imperial

Optional Success
Story(ies)/Case Summary(ies)

Case #1

Our client, a monolingual Spanish-speaker, who lives alone and is low-income, sought assistance with obtaining spousal support from her ex-husband. She has been divorced for over ten years, and he owed over \$35,000 in support arrears. Client had already obtained a court order to withhold support from her ex's social security benefits, however, the local Social Security office refused to accept the order. The ELA attorney wrote a letter to Social Security and completed proper service of the order on the SSA office. After some follow-up, Client was able to finally confirm she would begin receiving monthly checks based on the support order.

Case #2

Our client, an 83 year old widow who lives alone, realized her property was only titled in her deceased husband's name. Despite Client's name not being included on the property title, Client and her deceased husband purchased it during their marriage and both made payments towards it. Thus, the ELA attorney prepared a spousal property petition. Client was able to obtain a court order confirming the property to her, and she avoided the cost and time needed for a full probate proceeding.

Optional Information on
Collaboration with Other
Advocacy Groups

NOT APPLICABLE FOR THIS QUARTER.

PSA: 25

Provider: Bet Tzedek

Counties: Los Angeles

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 26

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2016-2017

Quarter: 2

Provider: Legal Services of Northern California

Counties: Mendocino and Lake

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 27

Provider: Legal Aid Of Sonoma County

Counties: Sonoma

Optional Success
Story(ies)/Case Summary(ies)

Note – there were more cases opened last quarter than the number of unduplicated clients, because some clients had multiple cases opened during the quarter.

Client Success Story for the Quarter ending December 31, 2016:

One 60+ client, who is clean and sober and rehabilitating from homelessness, got a lease on an apartment through a local organization. However an acquaintance she made began “squatting” in her apartment, thus violating the guest policy and resulting in impending termination of our client’s lease.

This “acquaintance” relationship would not have qualified her for a family court restraining order. Furthermore, our client was not 65; the age usually required for elder court. However she was disabled and dependent on aid, and therefore we properly petitioned for a dependent adult abuse restraining order from the elder court. The elder court judge granted her order, and today her housing provider renewed her lease!

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 28

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2016-2017

Quarter: 2

Provider: Legal Services of Northern California

Counties: Solano County

Optional Success
Story(ies)/Case Summary(ies)

1. Ms. T - a 67-year-old Vallejo resident - came to our office after she was terminated from the Section 8 program. Ms. T ported from Sacramento to Vallejo in late 2015. Around April 2016, Ms. T received a letter from the Housing Authority stating she had violated program rules and potentially committed fraud by failing to report a home she owned. Ms. T suffers from mental disabilities and was worried about criminal charges from a fraud investigation so she requested her voucher be terminated. However, she soon realized her mistake and tried to get back on the program. Vallejo Housing Authority refused to reinstate her voucher. LSNC got involved and wrote a reasonable accommodation request to request that Ms. T's voucher be reinstated. Vallejo Housing Authority agreed to review Ms. T's file to see if she still qualified for voucher assistance. LSNC monitored this file review and assisted Ms. T with supplying all the necessary information to the Housing Authority. After several months of back and forth with the Housing Authority, Ms. T's voucher was eventually reinstated in November 2016. Ms. T was able to retain her housing and continue using her voucher.

2. Ms. C - a 79-year-old Vallejo resident - received a 3/60 Day Notice to vacate from her mobile home park managers. Ms. C was not properly served and was given the notice in retaliation for refusing to sell her trailer to the park managers. LSNC assisted Ms. C with answering her UD and engaged in pre-trial negotiations. No settlement could be reached prior to trial. LSNC stepped in as Ms. C's attorney and drafted a trial brief on her behalf. At trial, LSNC was able to negotiate a settlement according to Ms. C's terms. As a result of the settlement, Ms. C was allowed to live in her mobilehome for an additional 9 months rent free, all back rent due to the park managers was waived, the park managers agreed to buy Ms. C's trailer for \$8000 and Ms. C was allowed to keep her pet cats for the remainder of her time in the park.

3. Mr. J - a 65-year-old Vallejo resident - came to our office after receiving a three-day notice from his landlord alleging 10 months of past due rent. Mr. J believed the notice was retaliatory due to complaints he had made about the habitability of his rental. Mr. J had a severe sewage leak on his property for several years and this leak was exposed in early 2016. The large ditch and exposed sewage remained on his property for several months. Mr. J made several complaints to the landlord to repair the sewage issue but it was not repaired in a timely manner. LSNC assisted Mr. J with answering his UD and served as Mr. J's attorney. LSNC attempted to negotiate a move-out date for Mr. J but a settlement could not be reached. LSNC represented Mr. J at trial arguing that the landlord breached the warranty of habitability. LSNC was successful at trial and judgment was entered for Mr. J conditioned upon his payment of half the money alleged on the three-day notice. Rather than pay this amount, Mr. J decided to move and secured a new rental and maintained his Section 8 voucher.

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2016-2017

Quarter: 2

Optional Information on
Collaboration with Other
Advocacy Groups

Continued collaboration with Ombudsman Services of Northern California and Senior Legal Hotline. Continued participation with community groups including: Solano Senior Coalition and Vallejo Senior Roundtable.

Provider: Bay Area Legal Aid

Counties: Napa

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 29

Provider: Senior Legal Services

Counties: El Dorado County

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 30

Provider: Dor v' Dor Senior Advocacy Network

Counties: Stanislaus

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

We have attended MDT meetings with the DA's office under our new Elder Abuse Grant
We continue to collaborate with Catholic Charities, Project Sentinel and APS on senior issues
We work with the Social Work Departments of Doctors Medical Center and Memorial Hospital

PSA: 31

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2016-2017

Quarter: 2

Provider: Central California Legal Services

Counties: Merced

Optional Success
Story(ies)/Case Summary(ies)

October 2016

CCLS Case Number: 16E-1004433 (Landlord-Tenant)

CCLS was contacted by Client, a Merced senior in poor health. Client contacted CCLS in regards to the poor living conditions in his/his family's rental apartment unit, which may have been aggravating his health conditions. The out-of-town landlord had filed an eviction against Client for allegedly failing to pay rent, though he had done so. Client believed the eviction was in retaliation for his complaint to local code enforcement about the conditions at the property, including bedbugs, sewage backups/overflow, holes in the wall and broken windows. Code enforcement declined to inspect the property because of the ongoing eviction lawsuit.

A CCLS staff attorney took on the case and prepared an answer for Client to respond to the allegations of the eviction lawsuit. She then requested discovery from the opposing party in order to prepare for trial, but received no response from the landlord. The attorney then filed several motions, including for an order shortening time and for an order to deem the discovery requests for admissions deemed admitted, which the court granted. A motion for summary judgment was then filed and granted for the senior and his family, with a judgment in favor of Client. The victory in the case ensured that Client and his family would not be evicted and forced into the streets. With their tenancy then secure, the local code enforcement agency was again contacted and a request was formally made to have the property thoroughly inspected.

November 2016

CCLS Case No. 16E-3008469 (Elder Abuse)

CCLS was contacted by Client, an 89 year old senior, in regards to some issues she was having with her real property. Client had deeded her house to her son a few months prior, with him to own the home upon her death (as she retained herself a life estate) but son now was becoming more rude, withdrawn and unfriendly with Client. Upon Client's request, as the son was not on talking terms with Client, Client's daughter attempted to talk with her brother/Client's son about his behavior. However, the son sought out an elder abuse restraining order (EARO) against the daughter on frivolous grounds lacking factual or legal merit in retaliation. In addition, he added Client to his own restraining order request without her knowledge or consent as an additional protected party. When the temporary restraining order was granted, Client's daughter then became unable to come within 100 yards of Client and Client's home or care for Client. Concerned for her own wellbeing without a caretaker and her daughter's wellbeing, as the restraining order forced her daughter to move out of the family home temporarily, Client got in touch with CCLS.

December 2016

CCLS Case No. 16E-1007908 (Housing – Landlord/Tenant)

CCLS was contacted by client, a senior female Spanish-only speaking farmworker tenant. Client complained that her landlord had attempted to bully her and had filed an eviction case against her when she spoke up about some late payment issues. The landlord then issued her a defective legal notice and then filed an unlawful detainer eviction action against her based on the faulty notice, after his forceful verbal attempts to force client to move out were rebuffed by client, who insisted on her rights as a

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2016-2017

Quarter: 2

tenant.

The CCLS staff attorney took on the case and after initial investigation, drafted and filed a demurrer in response to the complaint. The staff attorney also later filed an amended answer and discovery, but did not receive a proper legal response to the filings from the landlord. The staff attorney then filed a motion to deem the discovery requests deemed admitted and for monetary sanctions against the landlord for his failure to properly respond to the discovery requests. The motion ultimately forced the landlord to dismiss the case in its entirety before trial and before the sanctions motion against him could be heard. As the staff attorney was dealing with discovery and pre-trial litigation against the landlord, this bought client enough time to successfully look for new housing and move out, away from her verbally abusive landlord. Client was very thankful for the assistance, as she secured new housing and avoided an eviction on her record, but is also very glad to be done dealing with her now former landlord.

Optional Information on
Collaboration with Other
Advocacy Groups

November 2016

Attended Merced County AAA Advisory Council meeting, 11/29/16

PSA: 32

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2016-2017

Quarter: 2

Provider: Legal Services for Seniors

Counties: Monterey

Optional Success
Story(ies)/Case Summary(ies)

(1) Mr. Torres, a 69-year-old widowed cancer victim was being brutalized by his 35-year-old drug-addicted son. Mr. Torres came to our office distraught over his situation. The son stole more than \$10,000 worth of possessions from our client's home along with our senior's peace of mind. LSS obtained a restraining order protecting our client from his son's physical and financial assaults. We also prevailed in a financial elder abuse complaint in Superior Court, which forced the son to return our client's money and precious family heirlooms.

(2) Mrs. King, a nearly blind 75-year-old widow was persuaded by a telephone solicitor to buy a bed costing \$1,695. Mrs. King, a SSI recipient was unable to read the contract because of failing eyesight. Even after Mrs. King was induced to put \$300 down, she did not receive the bed. LSS helped her to recover her down payment, rescind the contract and preserve her credit.

(3) Mr. Young, an 88-year-old veteran, was tricked into signing his home over to his brother-in-law. The brother-in-law then tried to evict Mr. Young from his home. Mr. Young contacted LSS for help. LSS stopped the eviction, filed an action for fraud and returned our client's home.

(4) Mrs. Johnson met with LSS when she was having trouble paying her rent. In talking with our attorney, it became clear Mrs. Johnson's financial troubles stemmed from the financial strain of caring for her 8-year-old granddaughter. The granddaughter parents were drug addicts, one in jail and one homeless. Mrs. Johnson did not have legal custody ("guardianship") so couldn't obtain health insurance or other benefits for her granddaughter. We filed a Guardianship petition in Superior Court appeared with Mrs. Johnson at the probate hearing and successfully gained her granddaughter's guardianship. Now, Mrs. Johnson has the financial assistance she needs to take care of her granddaughter and most important of all, they both are secure in knowing they will always be a family.

Optional Information on
Collaboration with Other
Advocacy Groups

LSS participated for the second year in a row in the Big Sur Health Center's Annual Health Fair on October 11, 2016. The Big Sur Health Center (a nonprofit) has offered LSS space at no charge to meet privately with underserved seniors living in the Big Sur area. LSS hopes to secure funding this year to make this our 11th outreach site in Monterey County.

PSA: 33

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2016-2017

Quarter: 2

Provider: Greater Bakersfield Legal Assistance, Inc. Counties: Kern

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups